All Service Areas

⇨ **Departmental Goal:** To provide the latest Content Management and Collaboration solutions that support current business intelligence.

County-wide Goal: *County Resources*

1006

▶ **Objective:** By FY2018, identify one prospective new Enterprise Resource Planning (ERP) system for Yuma County.

→ **Measure:** Number of ERP systems.

▷ **Strategy:**

7006

1) Research and implement collaboration platform and ERP solution by identifying current business with mobility in mind 2) Establish the Content Management and Collaboration program to plan and implement services that improve the manageability and reusability of information and content and empower users to effectively use County resources and services anytime at anywhere by FY2018 with budgetary support.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
1	1	1	1	1

Application

⇨ **Departmental Goal:** Provide excellent applications support to all Yuma County users.

County-wide Goal: *County Resources*

1116

▶ **Objective:** Maintain 99% of data integrity during application performance and data retrieval by FY2018.

→ **Measure:** Percentage of data integrity.

▷ **Strategy:**

7116

1) Ensure efficient, high-performing, diverse workforce, aligned with department mission priorities 2) Work cooperatively with other divisions, vendors and end-users 3) Enhance internal controls, data integrity, and applications performance, in order to reach and maintain 99% application up-time 4) Implement and improve departmental SOPs 5) Prioritize teamwork at all levels, within our division, and with outside entities as well 6) Implement a new way to mange county databases 7) Do all necessary research to find a better Enterprise Resource Planning (ERP).

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
19%	39%	59%	79%	99%

Desktop

⇨ **Departmental Goal:** To provide adequate facilities and equipment for Yuma County personnel to perform their jobs.

County-wide Goal: *County Resources*

1118

▶ **Objective:** Increase the percentage of Life Cycle upgrades completed within 30 working days of hardware arrival onsite to 100% by FY2018.

→ **Measure:** Percentage of computer upgrades completed within 30 days of hardware arrival onsite.

▷ **Strategy:**

7118

1) Optimize current process through new procedures 2) Procure computers for systems not in Life Cycle Management 3) Procure new technology for Yuma County personnel to perform their jobs.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
100%	100%	100%	100%	100%

⇨ **Departmental Goal:** To provide effective and responsive customer service.

County-wide Goal: *County Resources*

1119

▶ **Objective:** Increase technician's certification to 50% by FY2018.

→ **Measure:** Percentage of technicians certified.

▷ **Strategy:**

7119

1) Procure trainings and have technicians trained and demonstrate proficiency by holding at least two current certifications relevant to their duties.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
10%	20%	30%	40%	50%

INFORMATION TECHNOLOGY

Desktop

⇨ **Departmental Goal:** To provide increased availability of critical Desktop computer services.

County-wide Goal: *County Resources*

▶ **Objective:** To close 90% of work orders within the deadline by FY2018.

→ **Measure:** Percentage of work orders closed within deadline.

▷ **Strategy:**

1) Procure maintenance support contract for all critical Hardware/Software to ensure availability of repair parts 2) Procure automatic systems for computer actualizations 3) Procure loaner computers for temporary use.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
80%	84%	86%	88%	90%

Geographic Information Systems (GIS)

⇨ **Departmental Goal:** Sustain the evolution of the Yuma County Enterprise GIS System.

County-wide Goal: *County Resources*

▶ **Objective:** Annually, add/improve one feature to an existing supported agency.

→ **Measure:** Number of features added/enhanced to an existing agency.

▷ **Strategy:**

1) Continue maintenance to the Enterprise License Agreement (ELA) with ESRI to allow GIS tools and software to be made available where needed within the County's infrastructure and the GIS infrastructure system to ensure availability (up time) and optimal performance 2) GIS Division performs outreach and needs assessments for County departments in order to plan the architecture for GIS expansion into new agencies 3) Provide sufficient training and technical support to GIS staff and new agency users 4) Perform monitoring and feedback reviews for all agency users.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
1	1	1	1	1

Geographic Information Systems (GIS)

County-wide Goal: *County Resources*

1008

▶ **Objective:** Annually, increase the GIS system by adding one new agency.

→ **Measure:** Number of agencies in the GIS system.

▷ **Strategy:**

7008

1) Continue maintenance to the Enterprise License Agreement (ELA) with ESRI to allow GIS tools and software to be made available where needed within the County's infrastructure and the GIS infrastructure system to ensure availability (up time) and optimal performance 2) GIS Division performs outreach and needs assessments for County departments in order to plan the architecture for GIS expansion into new agencies 3) Provide sufficient training and technical support to GIS staff and new agency users 4) Perform monitoring and feedback reviews for all agency users.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
1	1	1	1	1

Infrastructure

⇨ **Departmental Goal:** Ensure reliable access to data and systems with robust security and proper resources planning to new growth.

County-wide Goal: *County Resources*

1010

▶ **Objective:** Implement 100% Countywide robust and supported Wireless Application Protocol (WAP) service by FY2018.

→ **Measure:** Percent of WAP implementation.

▷ **Strategy:**

7010

1) ITS performs outreach and needs assessments for County departments in order to plan the architecture and implementation of WAP services for required departments 2) Create a position to support WAP service.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
0%	20%	40%	80%	100%

Infrastructure

County-wide Goal: *County Resources*

1009

▶ **Objective:** Implement 100% of proxy card system access into buildings all the way to Main Distribution Frame (MDF)'s/ Independent Distribution Frame (IDF)'s by FY2018.

→ **Measure:** Percent of implementation of access control.

▷ **Strategy:**

7009

1) Enable all MDFs/IDFs and building's access to MDFs/IDFs with proxy cards

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
20%	40%	60%	80%	100%

⇨ **Departmental Goal:** Implement Unified Communication with one phone system countywide.

County-wide Goal: *County Resources*

1012

▶ **Objective:** Replace 100% of Yuma County phone system with unified communication capability by FY2018.

→ **Measure:** Percentage of county phone system with Unified Communications capability.

▷ **Strategy:**

7012

Modernizing our technical communications infrastructure by retiring old and legacy systems.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
20%	40%	60%	80%	100%

Infrastructure

⇨ **Departmental Goal:** Improve IT Standardization with higher security service.

County-wide Goal: *County Resources*

1011

▶ **Objective:** To achieve 100% of IT Standardization by FY2018.

→ **Measure:** Percentage of IT Standardization achieved.

▷ **Strategy:**

7011

1) Implement IT-Monitoring solution 2) Network Refresh Plan in Life Cycle Program 3) Create additional Infrastructure positions to support Standardization and security.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
20%	40%	60%	80%	100%